

- 4.3 SWBT will provide DA Service to AT&T customers using current and updated DA records and in accordance with SWBT's current methods, practices, and procedures or as subsequently modified.
- 4.4 SWBT will provide IntraLATA HNPA DA Service and intrastate IntraLATA FNPA DA Service to Customers who dial 1+411 or NPA+555-1212.
- 4.5 SWBT will include current AT&T customer listing information in SWBT's DA database.

5.0 Pricing

- 5.1 Prices to be charged to AT&T by SWBT for the DA Services provided pursuant to this Appendix are set forth in Appendix Services/Pricing to Attachment 1: Resale of this Agreement. In states where SWBT affords customers making calls to DA a monthly free call allowance, SWBT will afford AT&T's customers making calls to DA the same monthly free call allowance, and will not charge AT&T for such calls.
- 5.2 Pricing for branding of AT&T DA calls are as follows:
 - 5.2.1 rate per branded call: \$ 0.02
 - 5.2.2 rate for initial loading (coding for mechanized branding): \$ 2,230 Per TOPS Switch
 - 5.2.3 rate for subsequent change (phraseology): \$ 2,230 Per TOPS Switch
 - 5.2.4 In the event that the phraseology for branding DA calls is the same phraseology for branding OS calls, only one \$2,230 charge will apply per initial loading or subsequent change.

5.3 Pricing for rate quotations:

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6.0 Liability

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APPENDIX OS-RESALE

SWBT-PROVIDED LOCAL & INTRALATA OPERATOR ASSISTANCE SERVICES

This Appendix OS-Resale to Attachment 1: Resale sets forth the terms and conditions under which SWBT agrees to provide local and intraLATA operator services (Operator Services) for AT&T, but only upon AT&T's request therefor. This Appendix applies only to operator assistance services provided within a LATA.

1.0 SWBT will provide the following three tiers of Operator Services:

- 1.1 Fully-Automated - Allows the caller to complete a call utilizing Automated Alternate Billing Service (AABS) equipment without the assistance of a SWBT Operator, hereafter called Operator. AABS allows the caller the option of completing calls through the AABS audio response system. AABS will be offered in areas where facilities exist and where SWBT has Automatic Number Identification (ANI) equipment and TOUCH-TONE service in place. AABS cannot be activated from a rotary telephone and failure or slow response by the caller to the audio prompts will bridge an Operator to the caller for further assistance. The called party must also have TOUCH-TONE service to accept calls that are billed collect or to a third number.
- 1.2 Semi-Automated - Allows the caller to complete a call by receiving partial assistance from an Operator or when AABS cannot be activated due to equipment limitations.
- 1.3 Non-Automated - Allows the caller to complete a call by receiving full assistance from an Operator.

2.0 SWBT will provide to AT&T the call types in Sections 3.0 through 8.0 below:

- 3.0 **Fully Automated Station-to-Station** - This service is limited to those calls placed collect or billed to a third number. The caller dials 0 plus the telephone number desired, the service selection codes and/or billing information as instructed by the AABS equipment. The call is completed without the assistance of an Operator. This service may also include the following situations:
 - 3.1 The caller identifies himself or herself as disabled and gives the Operator the number to which the call is to be billed (either collect or third number).
 - 3.2 When due to trouble on the network or lack of service components, the automated call cannot be completed without assistance from an Operator.
 - 3.3 When an Operator reestablishes an interrupted call that meets any of the situations described in this Section.

- 4.0 **Semi-Automated Station-to-Station** - This service is limited to those calls placed sent paid, collect or billed to a third number. The caller dials 0 plus the telephone number desired and the call is completed with the assistance of an Operator. This service may also include the following situations:
- 4.1 Where the caller does not dial 0 prior to calling the number desired from a public or semi-public telephone, or from a telephone where the call is routed directly to an Operator (excluding calling card calls).
- 4.2 When an Operator re-establishes an interrupted call that meets any of the situations described in this Section.
- 5.0 **Semi-Automated Person-to Person** - A service in which the caller dials 0 plus the telephone number desired and specifies to the Operator the particular person to be reached or a particular PBX station, department or office to be reached through a PBX attendant. This service applies even if the caller agrees, after the connection is established, to speak to any party other than the party previously specified. This service may also include:
- 5.1 Where the caller does not dial a 0 prior to dialing the number from a public or semi-public telephone, or where the call is routed directly to an Operator.
- 5.2 When an operator reestablishes an interrupted call that meets any of the situations described in this Section.
- 6.0 **Operator Handled Station-To-Station** - A service provided when the caller dials 0 to reach an Operator, and the Operator dials a sent paid, collect or third number station-to-station call. These calls may originate from a private, public or semi-public telephone. The service may also include when an Operator reestablishes an interrupted call as described in this Section.
- 7.0 **Operator Handled Person-To-Person** - A service in which the caller dials 0 and requests the Operator to dial the number desired and the person, station, department or office to be reached. The call remains a person-to-person call even if the caller agrees, after the connection is established, to speak to any party other than the party previously specified. The service may also include when an Operator reestablishes an interrupted call as described in this Section.

8.0 Operator Transfer Service - A service in which the caller dials 0 and requests to be connected to an interexchange carrier using an Operator's assistance. At the caller's request, the Operator transfers the call to an interexchange carrier participating in SWBT's Operator Transfer service offering. AT&T agrees to obtain all necessary compensation arrangements between AT&T and participating carriers.

9.0 Call Branding and Quotation of AT&T OS Rate Information

9.1 Call Branding is the process by which an Operator, either live or recorded, will identify the operator service provider as being AT&T. In all cases the rates quoted to the customer and those applied to the call will be AT&T's. SWBT will offer Call Branding of Operator Services in the name of AT&T starting March 1, 1997, and will complete implementation of this process in all SWBT operator platforms by June 30, 1997. This schedule is dependent upon the ability of SWBT's vendor to meet its current commitment; however, SWBT will use its best efforts to manage the vendor to meet said dates. In the interim, SWBT will, if allowed by federal and state law and regulatory rules, unbrand AT&T's Operator Service calls that are handled by SWBT's Operators on a live basis.

9.2 AT&T will provide SWBT with the specific branding phrase to be used to identify AT&T. The standard phrase will be consistent with the general form and content currently used by the Parties in branding their respective services.

9.3 SWBT Operator Services operators will provide Operator Services Rate Information upon request to AT&T's end users.

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10.0 Other Operator Assistance Services

10.1 Line Status Verification - A service in which the caller asks the Operator to determine the busy status of an access line.

10.2 Busy Line Interrupt - A service in which the caller asks the Operator to interrupt a conversation in progress, to determine if one of the parties is willing to speak to the caller requesting the interrupt. A Busy Line Interrupt charge will apply even if no conversation

is in progress at the time of interrupt or the parties interrupted refuse to terminate the conversation in progress.

- 10.3 Handling of Emergency Calls to Operator - SWBT agrees to process emergency calls from AT&T Resale customers to an Operator in the same manner that SWBT processes the same type of call for a SWBT end user customer.
- 10.4 Calling Card - Calls billed to an AT&T proprietary calling card (0+ or 0- access) will be routed via transfer to the AT&T operator.

11.0 Responsibilities of the Parties

- 11.1 SWBT will provide and maintain such equipment as is required to furnish the Operator Services as described in this Appendix.
- 11.2 Facilities necessary for SWBT to provide Operator Services to AT&T will be provided by SWBT using standard trunk traffic engineering procedures to ensure that the objective grade of service is met.
- 11.3 AT&T will furnish all records required by SWBT to provide the Operator Services. Such records, or information, will include AT&T's rate quotation tables and any other information required by SWBT. AT&T will provide the initial data by a date mutually agreed to between AT&T and SWBT. AT&T will keep this data current using procedures mutually agreed to by AT&T and SWBT. AT&T will provide all data and changes to SWBT in the mutually agreed to format(s).
- 11.4 SWBT will accumulate and provide to AT&T data as specified in Attachments 4: Connectivity Billing-Resale and Attachment 5: Customer Usage Data-Resale to this Agreement. necessary for AT&T to verify traffic volumes and bill its end users.

12.0 Methods and Practices

- 12.1 SWBT will provide Operator Services in accordance with the operator methods and practices in effect for SWBT at the time the call is made, unless otherwise agreed in writing by both Parties.

13.0 Pricing

- 13.1 Prices to be charged to AT&T by SWBT for the Operator Services provided pursuant to this Appendix are set forth in Appendix Services/Pricing of Attachment 1: Resale.
- 13.2 Pricing for branding of AT&T OS calls are as follows:

- 13.2.1 rate per branded call: \$0.02
- 13.2.2 rate for initial loading (coding for mechanized branding): \$ 2,230 Per TOPS Switch
- 13.2.3 rate for subsequent change (phraseology): \$ 2,230 Per TOPS Switch
- 13.2.4 In the event that the phraseology for branding OS calls is the same phraseology for branding DA calls, only one \$2,230 charge will apply per initial loading or subsequent change.

13.3 Pricing for rate quotations:

13.3.1

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13.3.4

14.0 Liability

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APPENDIX WHITE PAGES (WP)-RESALE

This Appendix White Pages - Resale (WP-Resale) to Attachment 1: Resale, sets forth SWBT's and AT&T's agreement to the following terms and conditions for the inclusion of AT&T Customer information associated with Resale services in the White Pages directories:

1.0 Introduction

- 1.1 SWBT publishes White Pages directories for geographic areas in which AT&T also provides local exchange telephone service, and AT&T wishes to include listings information for its customers in the appropriate SWBT White Pages directories.
- 1.2 AT&T also desires distribution to AT&T's customers of the White Pages directories that include listings of such customers.
- 1.3 SWBT will make available to AT&T, for these AT&T customers, non-discriminatory access to White Pages directory listings (Directory Listings), under the following terms and conditions in Section 2.0 of this Appendix.

2.0 Service Provided

- 2.1 SWBT will use the practices and procedures applicable to its provision of White Pages directories on a nondiscriminatory basis. SWBT will include in appropriate White Pages directories the primary alphabetical listings of all AT&T customers (other than non-published or non-list Customers) located within the local directory area. SWBT will include AT&T local customers' primary listings in the White Pages (residence, business, or government listings, where applicable) directories without additional charge.
- 2.2 AT&T will furnish to SWBT subscriber listing information pertaining to AT&T customers located within the SWBT local directory area, along with such additional information as SWBT may require to prepare and print the alphabetical listings of said directory.
- 2.3 SWBT will include the listing information for AT&T's customers for Resale services in SWBT's White Pages directory data base in the same manner as it includes listing information for SWBT's end user customers.
- 2.4 SWBT will provide the following directory listing criteria to AT&T for White Pages listings and will provide changes to such criteria not later than sixty (60) days in advance of such changes becoming effective:
 - 2.4.1 business rules for standard White Pages listings (e.g., space restrictions, non-listed and non-published listings, abbreviated listings, secondary, additional and foreign listings);

- 2.4.2 business rules for residential Enhanced White Pages (e.g., bold, indent, italics) listings available;
- 2.4.3 White Pages directory delivery schedules;
- 2.4.4 restrictions, if any, on number of White Pages directories provided at no charge to a customer; and,
- 2.4.5 geographic coverage areas of each White Pages directory published by SWBT (by exchange community and/or NPA/NXX).
- 2.5 AT&T may purchase Enhanced White Pages listings for residential customers on a per listing basis and will pay SWBT amounts attributable to such Enhanced Listings used by its customers in accordance with the terms of Appendix Services/Prices to Attachment 1: Resale to the Agreement.
- 2.6 Publication schedules for White Pages: SWBT will provide to AT&T the initial directory schedule for a calendar year within three (3) to six (6) months of the publication year for those areas where AT&T provides local service. Updates to the schedule will be provided in a timely manner as they occur.
- 2.7 AT&T's subscriber listings are to be interfiled (interspersed) with SWBT's and other LSPs' subscriber listings in the White Pages directory with no discernible differentiation in the listings to indicate to the reader that the listings are served by another LSP.
- 2.8 SWBT will deliver Directory Listings in book form (White Pages directories) to AT&T Customers. The timing of such delivery and the determination of which White Pages directories will be delivered (by customer address, NPA/NXX or other criteria), and the number of White Pages directories to be provided per customer, will be provided under the same terms that SWBT delivers White Pages directories to its own end users.
- 2.9 SWBT will distribute the White Pages directory and will make any subsequent distribution in accordance with the same practices and procedures used by SWBT to distribute directories to its end users.
- 2.10 At its option, AT&T may purchase up to eight single-sided customer information pages (Customer Guide Pages) in the informational section of the SWBT White Pages directory covering the geographic area(s) it is serving. These pages will be in alphabetical order with other local service providers and will be no different in style, size, color and format than SWBT information pages. AT&T will provide to SWBT, sixty (60) days prior to the directory close date, the information page(s) in camera ready format. SWBT will have the right to approve, and, with AT&T's agreement, SWBT may, but is not required to, revise the format and content of such information page(s).

- 2.11 SWBT will include AT&T specific information (i.e., business office, residence office, repair bureau, etc.) in the White Pages directory on an "index-type" information page, in alphabetical order along with other local service providers, at no charge. The space available to AT&T on such page will be 1/8th page in size. In order to have such information published, AT&T will provide SWBT with its logo and information in the form of a camera ready copy, sized at 1/8th of a page (AT&T will be limited to a maximum of 1/8th of a page in any single edition of a SWBT White Pages directory, under either this Subsection or Attachment 19: White Pages-Other to this Agreement).

3.0 Use of Subscriber Listing Information

3.1

4.0 Pricing

- 4.1 The methodology SWBT will use to develop the informational pages cost is as follows:
- 4.2 To develop the per printed page per year cost for informational pages, SWBT will use the most recent annual third party contract costs associated with the printing of White Pages informational pages. The number of such pages printed per year will be divided into said costs. The result will be a printed page per year cost.
- 4.3 The rate for informational pages that AT&T requests to purchase in such directories will be as follows:

Directory White Pages Price Sheet	
Directory	Price Per Single Sided Informational Page
Little Rock	\$964.44
Arkadelphia	\$178.60
Ashdown	\$178.60
Batesville	\$178.60
Benton	\$178.60
Blytheville	\$178.60
Conway	\$178.60
El Dorado	\$178.60
Eureka Springs	\$178.60
Fayetteville	\$178.60
Forrest City	\$178.60
Fort Smith	\$178.60
Heber Springs	\$178.60
Helena	\$178.60
Hope	\$178.60
Hot Springs	\$178.60
Jonesboro	\$178.60
Lonoke	\$178.60
Malvern	\$178.60
Mena	\$178.60
Monticello	\$178.60
Morrilton	\$178.60
Nashville	\$178.60
Newport	\$178.60
Osceola	\$178.60
Pine Bluff	\$178.60
Searcy	\$178.60
Warren	\$178.60
West Memphis	\$178.60
Brinkley	\$61.59
Gravette	\$61.59
Hamburg	\$61.59
Lake Village	\$61.59

5.0 Liability

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ATTACHMENT 2: ORDERING AND PROVISIONING-RESALE

1.0 General Requirements

SWBT will provide pre-order, ordering and provisioning services to AT&T associated with SWBT's Resale services under the Agreement pursuant to the requirements set forth in this Attachment.

- 1.1 Throughout the term of the Agreement, the quality of the technology, equipment, facilities, processes, and techniques (including, without limitation, such new architecture, equipment, facilities, and interfaces as SWBT may deploy) that SWBT uses to provide pre-order, ordering and provisioning services to AT&T under this Agreement will be at least equal in quality to that provided by SWBT to its end users.
- 1.2 For all Resale services ordered under the Agreement, SWBT will provide pre-order, ordering and provisioning services equal in quality and speed (speed to be measured from the time SWBT receives the service order from AT&T) to the services SWBT provides to its end users.
- 1.3 SWBT and AT&T agree to work together in the Order and Billing Forum (OBF) and the Telecommunications Industry Forum (TCIF) to establish and conform to uniform industry standards for electronic interfaces for pre-order, ordering and provisioning. Neither Party waives any of its rights as participants in such forums in the implementation of the standards.
- 1.4 SWBT and AT&T agree to work together to implement an Electronic Gateway Interface (EGI) that provides nondiscriminatory access to SWBT's pre-order process equivalent to that which is available to SWBT for use with its end users. AT&T and SWBT agree to implement the electronic interface, which will be transaction based, to provide the pre-service ordering information (i.e., address verification, service and feature availability, telephone number assignment, dispatch requirements, due date, and Customer Service Record information (CSR) in English subject to the conditions as set forth in Attachment Resale) not later than July 1, 1997. SWBT and AT&T also agree to work together to implement an Electronic Data Interface (EDI) for ordering and provisioning specified in the Local Service Ordering Electronic Data Interchange (EDI) Support Implementation Guide (SIG) dated May 20, 1996, or as otherwise agreed to in writing by the Parties. Both EGI for pre-order and EDI for ordering and provisioning will be available for all pre-order and ordering and provisioning order types

- 1.4.1 SWBT also will make available to AT&T Residence EASE, to be used by AT&T on an interim basis prior to the deployment of EDI as required above in Section 1.4, for the processing of residence Resale service orders. The following service order types may be processed via Residence EASE: Conversion (as is or with changes); Change (Features, Listings, InterLATA and IntraLATA [when available] Long Distance PICs); New Connect; Disconnect; From and To (change of premises with same service).
- 1.4.2 SWBT also will make Business EASE available to AT&T within a reasonable period of time agreed to by the Parties, upon receipt of a written request from AT&T.
- 1.4.3 AT&T and SWBT will work together to establish mutual requirements and specific interface agreements through the implementation process.
- 1.5 In areas where service order transactions cannot be provided via an electronic interface for the pre-order, ordering and provisioning processes, SWBT and AT&T will develop manual work around processes until such time as the transactions can be electronically transmitted. If Resale services are provided by SWBT to AT&T before electronic interfaces are established between AT&T and SWBT, AT&T will transmit pre-order, ordering and provisioning requests to the SWBT Local Service Provider Service Center (LSPSC) via facsimile and/or telephone or other mutually agreed upon means to SWBT. The SWBT LSPSC will respond to AT&T calls with the same level of service that SWBT provides in serving SWBT's end user customers.
- 1.6 SWBT and AT&T agree to work together to develop and implement an electronic communication interface that will replace the initial pre-order electronic interface and the ordering and provisioning EDI gateway and provide for Real Time data transfer, consistent with industry standards developed by the OBF and the TCIF. The Parties agree to implement this replacement interface as soon as practical, but no later than 180 days after the Electronic Communication Implementation Committee (ECIC) of TCIF standard reaches the status of "Final Closure", unless a later date is mutually agreed upon.
- 1.7 SWBT will provide a Single Point of Contact (SPOC) for all of AT&T's ordering and provisioning contacts and order flow involved in the ordering and provisioning of the Resale services provided by SWBT to AT&T. SWBT will provide ordering and provisioning services to AT&T for Resale service orders Monday through Friday from 8 a.m. to 5:30 p.m. through the LSPSC. SWBT will provide the same out of hours provisioning coverage for AT&T end user customers as SWBT provides to its end user customers. SWBT also agrees to extend hours of coverage of the LSPSC based on order volumes. AT&T may request SWBT to provide Sunday, holiday, and/or additional out of hours provisioning services within two business days. If AT&T requests that SWBT perform provisioning services other than Monday through Friday from 8:00 a.m. to

5:30 p.m., SWBT will quote, within one (1) business day of the request, a cost-based rate for such services. If AT&T accepts SWBT's quote, SWBT will provide such provisioning services to AT&T in the same manner it does for itself.

- 1.8 SWBT will provide electronic system interfaces Monday through Saturday from 7 a.m. to 11 p.m.; and, Sunday from 11:00 a.m. to 11:00 p.m. for all pre-order, ordering and provisioning order flows. These electronic system interfaces will conform to the terms of paragraphs 1.4 and 1.6 above and Section 2 below. SWBT will also provide to AT&T a toll-free nationwide telephone number for issues connected to the electronic system interfaces (operational from 8 a.m. to 5 p.m., Monday through Friday), which will be answered by capable staff trained to answer questions and resolve problems in connection with the provisioning of Resale services. SWBT will also provide a help desk function for electronic system interfaces with out-of-hours coverage from 5 p.m. to 8 p.m., Monday through Friday, and from 8 a.m. through 8 p.m. on Saturday.
- 1.9 SWBT will provide AT&T with the same provisioning intervals and procedures for design and complex services that it provides to SWBT customers.
- 1.10 SWBT and AT&T will jointly establish interface contingency and disaster recovery plans for the pre-order, ordering and provisioning of SWBT's Resale services. On or before the Effective Date of this Agreement, SWBT will provide a disaster recovery plan associated with the recovery of any systems and/or functions connected with the pre-order, ordering and provisioning processes.
- 1.11 SWBT will recognize AT&T as the customer of record for all Resale services ordered by AT&T and will send all notices, invoices and pertinent information directly to AT&T.
- 1.12 SWBT will provide the following to AT&T upon request:
 - 1.12.1 a list of all services and features available for resale from each switch that SWBT may use to provide such services and features, by switch CLLI and NPA NXX. Within ten (10) business days after the Effective Date of the Agreement, SWBT will provide AT&T an initial electronic copy of this information. SWBT will provide a complete update of the information to AT&T electronically on a quarterly basis, or as AT&T may otherwise request. If AT&T requests more than one update in any quarter, a charge may apply for each such additional request. The Parties agree to negotiate in good faith whether and to what extent such a charge should apply.
 - 1.12.2 Designed Layout Record Cards for designed Resale services;

- 1.12.3 advanced information on the details and requirements for planning and implementation of NPA splits via Accessible Letters, or, where SWBT is not the Central Office Code Administrator, to the extent the information is not available to AT&T in the same manner it is available to SWBT, SWBT will provide copies of notices containing such information received by SWBT to AT&T;
- 1.12.4 a subset of the Street Address Guide (SAG), transmitted electronically, which includes street addresses and the associated serving switches, enabling AT&T to map a customer address to a specific serving switch. SWBT will provide this information to AT&T within ten (10) business days after the Effective Date of this Agreement and quarterly thereafter except as AT&T may otherwise request. If AT&T requests more than one update in any quarter, a charge may apply for each such additional request. The Parties agree to negotiate in good faith whether and to what extent such a charge should apply.
- 1.13 SWBT will train those SWBT employees who have contact with AT&T or any other LSP not to discriminate against any LSP, including AT&T, and not to disparage any LSP, including AT&T, to any LSP's customers.
- 1.14 SWBT and AT&T will work together to develop methods and procedures between SWBT's LSPSC and AT&T's Work Centers regarding systems, work center interfaces, and to establish a change control process for those methods and procedures.
- 1.15 SWBT and AT&T will work cooperatively in establishing and implementing practices and procedures regarding fraud and service annoyance handling.
- 1.16 SWBT and AT&T will establish mutually acceptable methods and procedures for handling all misdirected calls from AT&T customers requesting pre-order, ordering or provisioning services. All misdirected calls to SWBT from AT&T customers will be given a recording (or a live statement) directing them to call their local provider. To the extent SWBT procedures change such that AT&T customers become identifiable, such customers will be directed to call AT&T at a designated 800 number. AT&T on a reciprocal basis will refer all misdirected calls that AT&T receives from SWBT customers to a SWBT designated number. AT&T and SWBT will agree on the scripts to be used for this purpose.
- 1.17 SWBT's LSPSC will provide design and coordination support for all Resale services provided to AT&T. Services for which such support is to be provided include, without limitation, Data Services, Voice Grade Private Line, and ISDN PRI and BRI, Broadband and packet services.

2.0 Pre-Order and Ordering Interface Requirements

- 2.1 SWBT will provide to AT&T an EDI electronic interface for transferring and receiving orders, Firm Order Confirmation (FOC), service completion, and other provisioning data and information. The EDI interfaces shall be administered through a gateway that will serve as a single point of contact for the transmission of such data from AT&T to SWBT, and from SWBT to AT&T. The requirements and implementation of such a data transfer system are subject to future agreement by AT&T and SWBT, but will conform to the terms of Section 1 of this Attachment.
- 2.2 When ordering Resale services, AT&T's representatives will have access to a pre-order electronic gateway provided by SWBT for both consumer and business customers that provides real-time access to SWBT's information systems. This gateway shall be a Telecommunications Protocol/Internet Protocol (TCP/IP) gateway and will allow the AT&T representatives to perform the following tasks:
- 2.2.1 obtain customer information, including customer name, billing address and residence or business address, billed telephone numbers and features and services available in the end office where the customer is provisioned;
- 2.2.2 identify features and services to which the customer subscribes (AT&T agrees that AT&T's representatives will not access the information specified in this Subsection until after the customer requests that the customer's local exchange service provider be changed to AT&T);
- 2.2.3 electronically assign a telephone number (if the customer does not have one assigned) with the customer on-line. Reservation and aging of these numbers remain SWBT's responsibility. For "vanity" numbers, SWBT will provide a manual process until an electronic capability becomes available. All these processes will permit reservation of a number, including, without limitation, a vanity number, for thirty days for consumer and business services;
- 2.2.3.1 When SWBT has initiated a suspension on a SWBT end user's account or disconnects an end user for nonpay, SWBT will not release the telephone number being used by the end user until such time as the end user's account has been paid in full. Conversely, SWBT agrees that when AT&T initiates a suspension on one of their resold end user's accounts or disconnects their end user for nonpay, SWBT will abide by the same provisions regarding telephone number release.
- 2.2.4 determine if a service call is needed to install the line or service;
- 2.2.5 provide service availability dates to the customer;

- 2.2.6 provide information regarding the dispatch/installation schedule, if applicable;
- 2.2.7 provide PIC options for intraLATA toll (when available) and interLATA toll;
- 2.2.8 perform address verification.
- 2.3 All CSR data exchanged must be in English, not USOC or FID format. All other data will be in a mutually agreed upon nomenclature.

3.0 Ordering Requirements

- 3.1 Upon AT&T's request through a Suspend/Restore order, SWBT will suspend or restore the functionality of any Resale service for any AT&T local service customer. SWBT will implement any restoration priority on a per Resale service basis in a manner that conforms with AT&T requested priorities and any applicable regulatory policy or procedures.
- 3.2 SWBT will provide to AT&T the functionality of blocking calls (e.g., 900, 976, international calls, and third party or collect calls) by line or trunk on an individual switching element basis, to the extent that SWBT provides such blocking capabilities to its customers and to the extent required by law.
- 3.3 When ordering a Resale service via a service order, AT&T may order from SWBT separate interLATA and intraLATA service providers (i.e., two PICs, when available) on a line or trunk basis. SWBT will accept PIC change orders for intraLATA toll and long distance services through the service provisioning process.
- 3.4 Unless otherwise directed by AT&T when AT&T orders a Resale service, all pre-assigned trunk or telephone numbers currently associated with that service will be retained without loss of feature capability and without loss of associated Ancillary Functions, including, but not limited to, Directory Assistance and E911 capability. To the extent such losses occur, SWBT will work cooperatively with AT&T to remedy such occurrences over time.
- 3.5 SWBT will provide order format specifications to AT&T for all services, features, and functions available and for ancillary data required by SWBT to provision these services.
- 3.6 SWBT will provide AT&T with standard provisioning intervals for all designed and complex services.
- 3.7 SWBT will update the E911 service provider information and establish directory listings, including all information appropriate for residential or business listings and foreign listings, from AT&T's service order.

4.0 Provisioning Requirements

- 4.1. Except in the event an AT&T local service customer changes their local service provider to another LSP or SWBT, SWBT may not initiate any AT&T end user requested disconnection or rearrangement of Resale services unless directed by AT&T. Any AT&T customer who contacts SWBT regarding a change in AT&T service will be advised to contact AT&T. In those instances when any AT&T local service customer changes their local service provider to another LSP or SWBT, AT&T will be notified as described in the LSP change notification process, contained in Local Account Maintenance Methods and Procedures dated July 29, 1996, or as otherwise may be agreed to by the Parties.
- 4.2. Upon request from AT&T, SWBT will provide an intercept referral message that includes any new telephone number of an AT&T end user for the same period of time that SWBT provides such messages for its own end users. AT&T and SWBT will agree on the message to be used, which will be similar in format to the intercept referral message currently provided by SWBT for its own end users.
- 4.3. SWBT will provide AT&T with a Firm Order Confirmation (FOC) for each order (multiple WTNs may be included on one order) within twenty-four (24) hours of SWBT's receipt of that order. The FOC will contain but is not necessarily limited to: purchase order number, telephone number, Local Service Request number, due date, Service Order number, and completion date.
- 4.4. Upon work completion, SWBT will provide AT&T with an 855 EDI transaction based Order Completion that states when that order was completed. When available, SWBT will provide AT&T an 865 EDI transaction based Order Completion.
- 4.5.
- 4.6. As soon as identified, SWBT will provide AT&T a 997 EDI transaction based Rejections/Errors notification occurring in any of the EDI data element(s) fields contained on any AT&T order.
- 4.7. SWBT may satisfy its obligations under this paragraph by providing AT&T access through the electronic interface to a database which identifies due dates in jeopardy and provides revised due dates as soon as they have been established by SWBT. On an interim basis, SWBT and AT&T will establish mutually acceptable methods and procedures for handling the processes for a jeopardy notification missed due dates.
- 4.8. When a SWBT employee visits the premises of an AT&T customer in respect to installation, maintenance and repair services, the SWBT employee must inform the customer that he or she is there acting on behalf of AT&T. Materials left at the customer premises (e.g., a door hanger notifying the customer of the service visit) must also inform

the customer that SWBT was on their premises acting on behalf of AT&T. "AT&T branded" materials, to be utilized by SWBT installation, maintenance and/or repair technicians when dealing with AT&T's customers, will be furnished to SWBT by and at the sole expense of AT&T. SWBT will not rebrand its vehicles and personnel. AT&T will provide a single point of contact so that SWBT, including individual SWBT technicians, can order "AT&T branded" materials via a toll free telephone number provided by AT&T, for delivery to an address specified by SWBT or the technician.

- 4.9 SWBT technicians will direct AT&T customers to contact AT&T if an AT&T customer requests a change in service at the time of installation.
- 4.10 SWBT will provide telephone and/or facsimile notification of any charges associated with required construction for a given service, and obtain AT&T's approval prior to commencing construction under an AT&T order for such service.
- 4.11 When industry standards are established, and SWBT and AT&T mutually agree to an implementation schedule, SWBT will provide provisioning status notification for all provisioning orders issued to SWBT by AT&T.

5.0 Order Format and Data Elements for Resale Service

- 5.1 In ordering Resale services, AT&T and SWBT will utilize mutually agreeable standard industry order formats and data elements developed by the OBF. Industry standards do not currently exist for the ordering of Resale services. Therefore, until such standard industry order formats and data elements are developed by the OBF, AT&T will utilize the format described in this Section to address the specific data requirements necessary for the ordering of Resale services.
- 5.2 On or before the Effective Date of the Agreement, SWBT will provide order format specifications for all Resale services available to be ordered and all customer data required by SWBT from AT&T to provision these services.
- 5.3 AT&T and SWBT will agree upon the appropriate ordering and provisioning codes to be used for each Resale service. The Local Service Provider Electronic Ordering Form, as currently defined by the OBF, will be utilized by SWBT for the ordering of services via electronic interface. The Manual Ordering Form, when defined by the OBF, will be implemented by SWBT for manual service orders.
- 5.4 Each order for a Resale service will contain the following order-level sections as currently defined by the OBF: Administration, Bill, Contact, and End User information.
- 5.5 In addition to the above OBF sections, AT&T will provide provisioning data in the format defined below when ordering Resale services. AT&T will provide data in the

following provisioning categories, such data to be provided on the OBF ordering form as completed data fields:

Activity. The activity field will include one of the following entries:

- (A) Add. This will apply when a new service is being ordered;
- (C) Change. This will apply when an AT&T customer's existing service is being altered in some way, e.g., "moved as specified" (migrate with change), "move as is" (conversion);
- (D) Disconnect. This will apply when an existing service is being completely disconnected;
- (R) Record Only. This will apply when there is no physical or logical work required and all that is necessary is the update of SWBT's internal records.

6.0 Order Activity Description.

- 6.1 For each activity, a further description of the Order Activity may be required. The following Order Activity Descriptions may be applied to any Add, Change, Disconnect or Record Only order. In some cases, more than one of these may apply to a particular order:

Modify: This will apply when the order has been modified in some way;

Cancel: This will apply when the order has been canceled, and no provisioning activity related to that order is to be completed;

Expedite: This will apply when the provisioning activity is required to be completed prior to the committed Due Date. The customer requested Due Date category will reflect the date the activity needs to be completed;

Sequence: This will apply when components of the order must be worked in the proper sequence, or when components of the order are sequentially related to components of another order;

Coordinated: This will apply when components of the order must be worked simultaneously, or when components of the order must be coordinated with components of another order;

Suspend: This will apply when a functionality is to be suspended until further notice. The exact nature of the suspension will be reflected within the body of the order. This field will be used with a C (Change) Order Activity;

Restore: This will apply when a previously suspended functionality is to be restored. This field will be used with a C (Change) Order Activity.

7.0 Performance Metrics

- 7.1 When AT&T places an order, SWBT will specify a DD based on force availability. In the event a DD other than that specified is requested by the AT&T customer, AT&T will contact SWBT and the Parties will negotiate a DD based on that request. SWBT will not complete the order prior to the DD or later than the DD unless authorized by AT&T.
- 7.2 Within two (2) business hours after a request from AT&T for an expedited order, SWBT will notify AT&T of the status of the order within the expedited interval. A business hour is any hour occurring on a business day between 8 a.m. and 5 p.m.
- 7.3 Once an order has been issued by AT&T and AT&T subsequently requires a new DD that is sooner than the committed DD, AT&T will issue an expedited modify order. SWBT will notify AT&T within two (2) business hours of the status of the order requesting the new DD.
- 7.4 AT&T and SWBT will agree to escalation procedures and contacts for resolving questions and disputes related to ordering and provisioning procedures or to the processing of individual orders, subject ultimately to the dispute resolution provisions of this Agreement. SWBT will notify AT&T of any modifications to these contacts within one (1) week of such modifications.
- 7.5 SWBT will provide: (a) percent missed DD; (b) percent right the first time (non-designed - 10 days; designed - 30 days); (c) percent no access (non-designed) (a, b, and c will be measured and reported on a monthly basis by SWBT for both AT&T customers and SWBT customers); and (d) LSPSC response time. SWBT will provide the same level of service to AT&T customers as it provides to its own customers.

7.6

7.6

8.0 Operational Readiness Test (ORT) for Pre-Ordering, Ordering/Provisioning

- 8.1 SWBT will participate with AT&T in Operational Readiness Testing (ORT), which will allow for the testing of the systems, interfaces, and processes for the pre-ordering,

ordering and provisioning of Resale services. ORT will be completed in conformance with agreed upon implementation dates. Such ORT will begin not later than April, 1997.

9.0 Pricing

- 9.1 Prices for access to OSS covered by this Attachment are contained in Section 15 of Appendix Services/Pricing to Attachment 1: Resale.